# UC Troubleshooting

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# Foreword

- This course is mainly:
  - Guide Solutions for Call Voice Related Issues
  - Guide Problems & Solutions for Calling
  - Guide Problems & Solutions for Register

# Course Objective

Through this course you will be able to

How To Solve The Problem Of Registration Failure

How To Solve The Problem Of Call Failure

How To Solve Call Voice Related Issues

# Contents


1 Chapter One Solution to Registration Failure

2 Chapter Two Solution to Call Failure

3 Chapter Three Solution to Call Voice Related Issues

# Chapter One
# Solution to Registration Failure

01

1. SIP Extension Registration Failed
2. IMS Account Registration Failed

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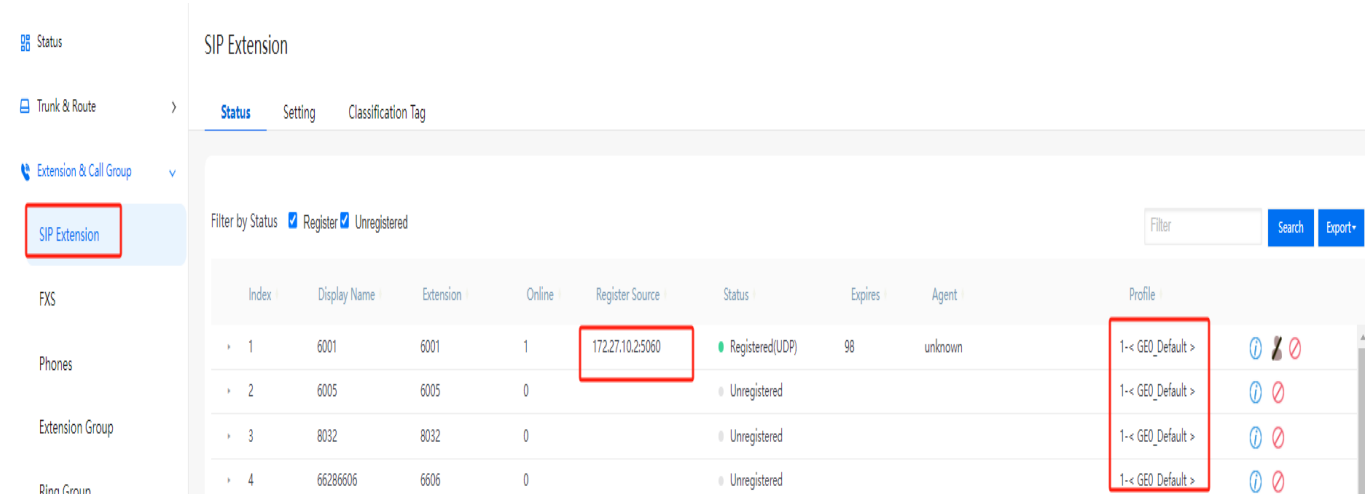
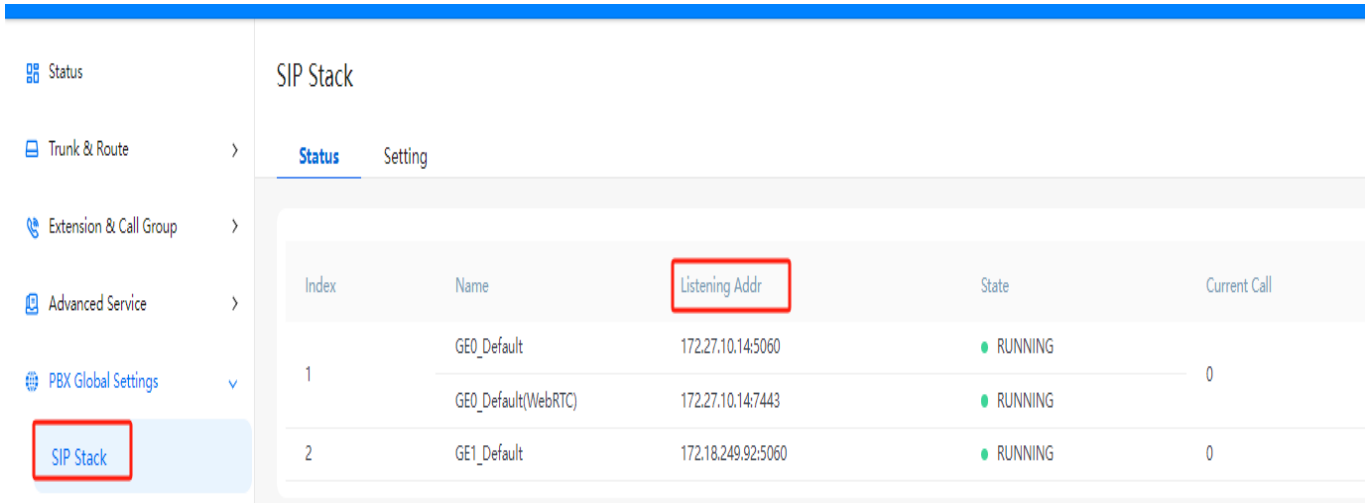
# • SIP Extension Registration Failed

- View Configuration

1. Click **Extension & Call Group -> SIP extension-Setting**, check if the account, password, and network interface are correct
2. Click **Extension & Call Group -> SIP extension-Status**, view register source
3. Click **PBX Global Settings->SIP Stack,** Check if the SIP port is correct

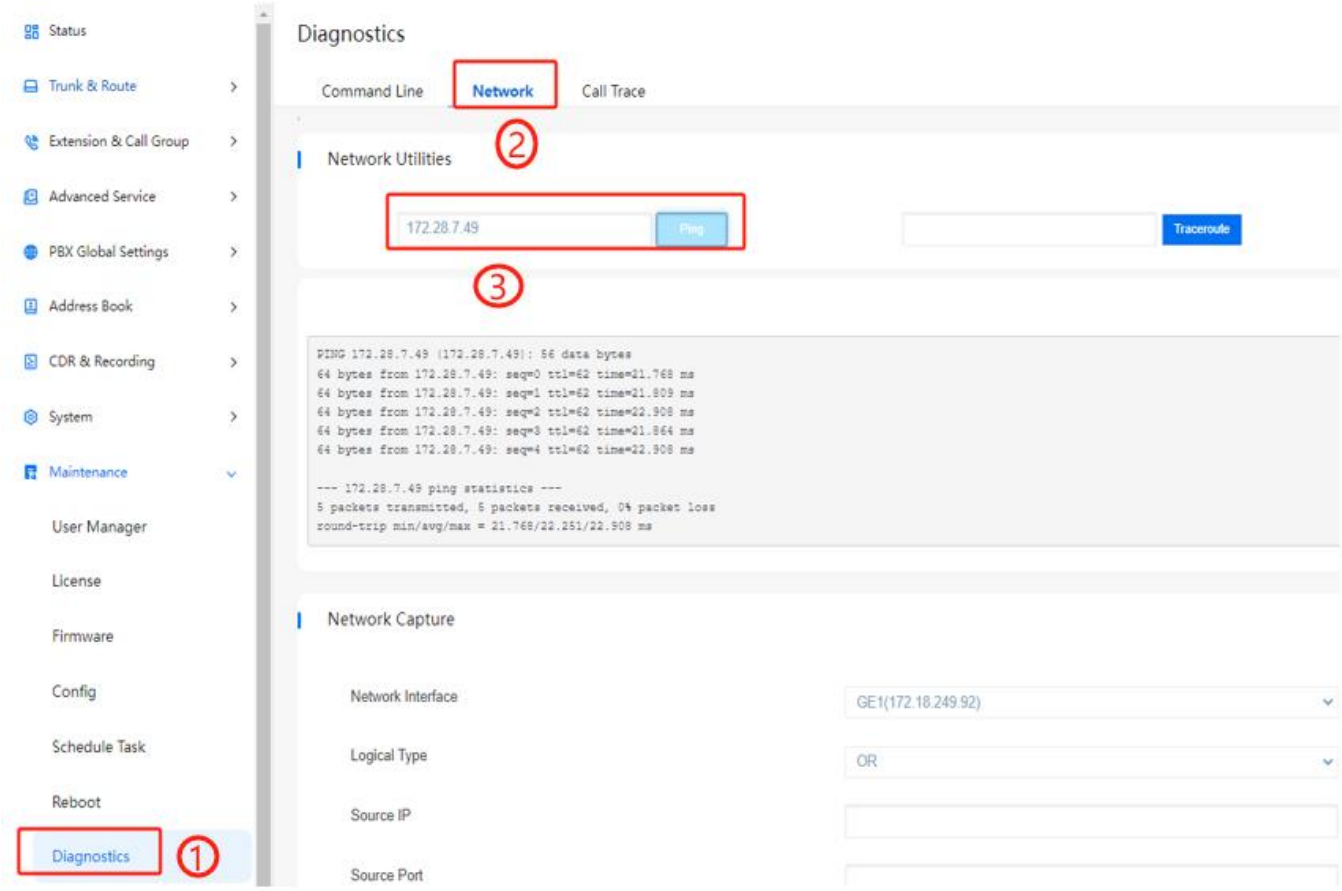


# • SIP Extension Registration Failed

- Check the network environment

Click **Maintenance – Diagnostics-Network ,**enter the registered terminal IP and check if it can be pinged

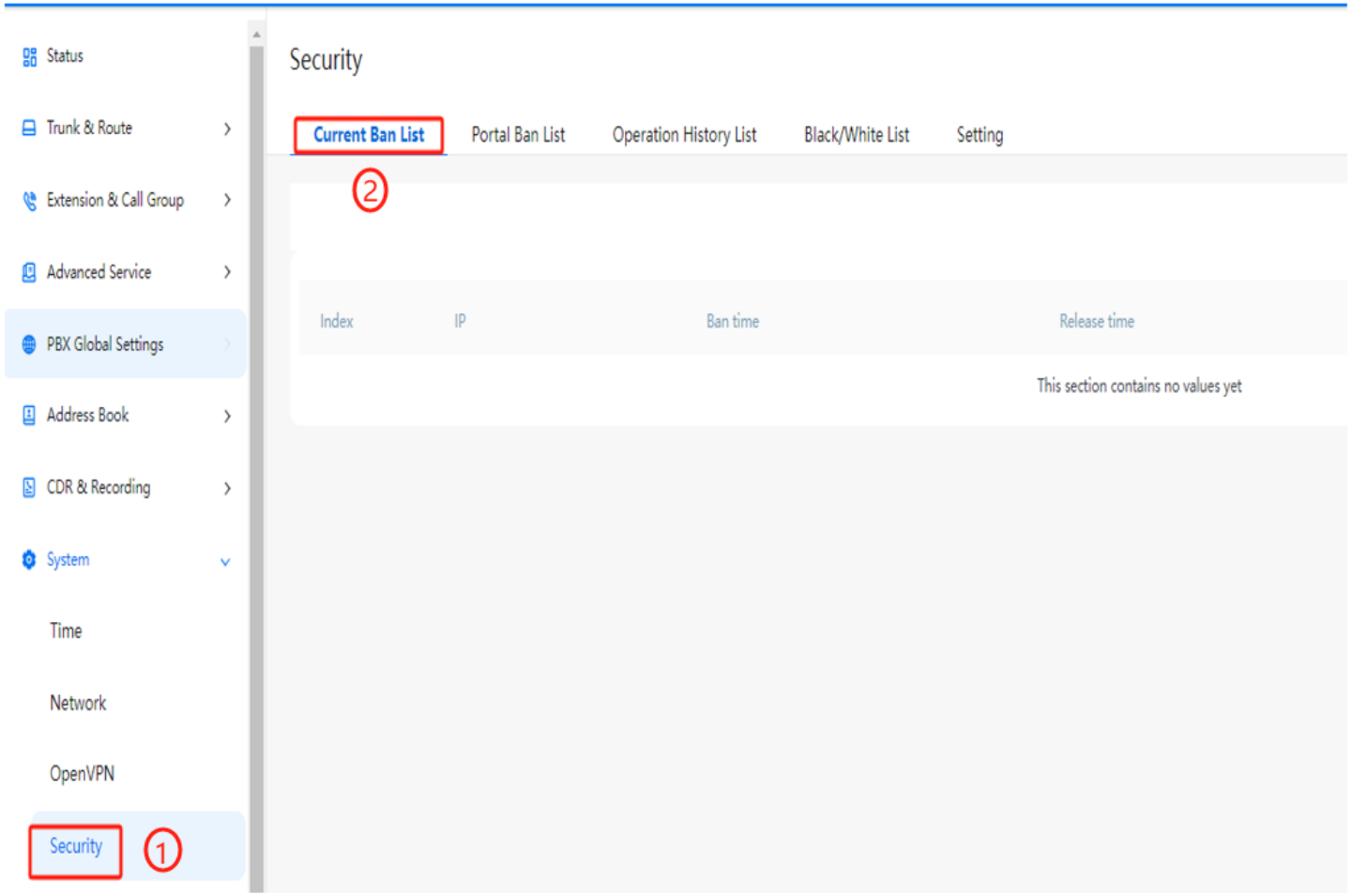


# • SIP Extension Registration Failed

- Check Fail2ban

In the **System ->Security ->Current Ban List**, check if the terminal IP is banned:

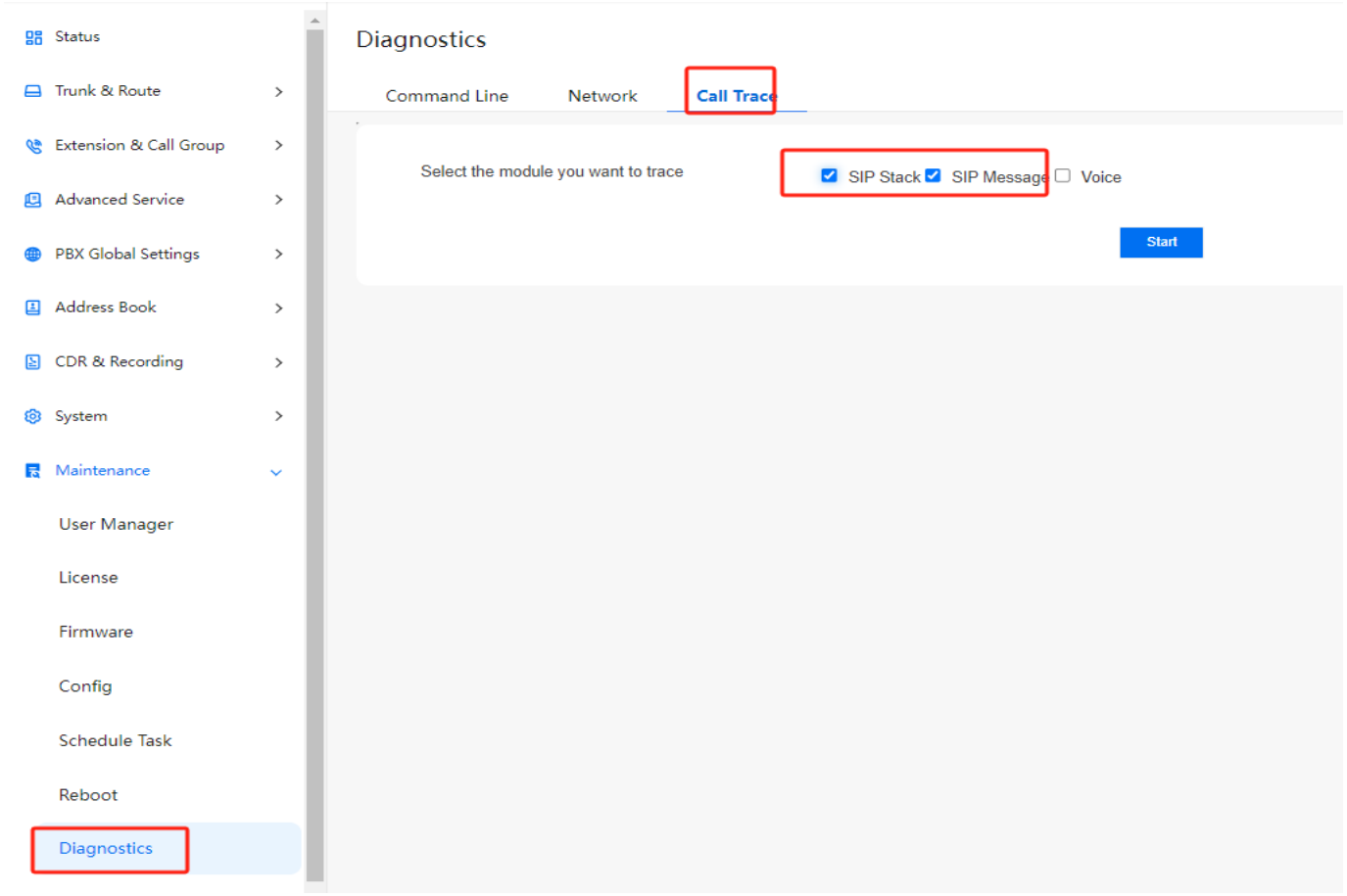
If banned, it needs to be unbanned, The reasons for banning are generally due to incorrect password input, too many failed registrations, or too many registrations in a short period of time.



# • SIP Extension Registration Failed

- Call Trace

1. Click **Maintenance - Diagnostics - Call Trace,** select SIP stack and SIP message, click Start
2. Registration terminal initiates registration again
3. Click Stop & Download to view logs and capture packets

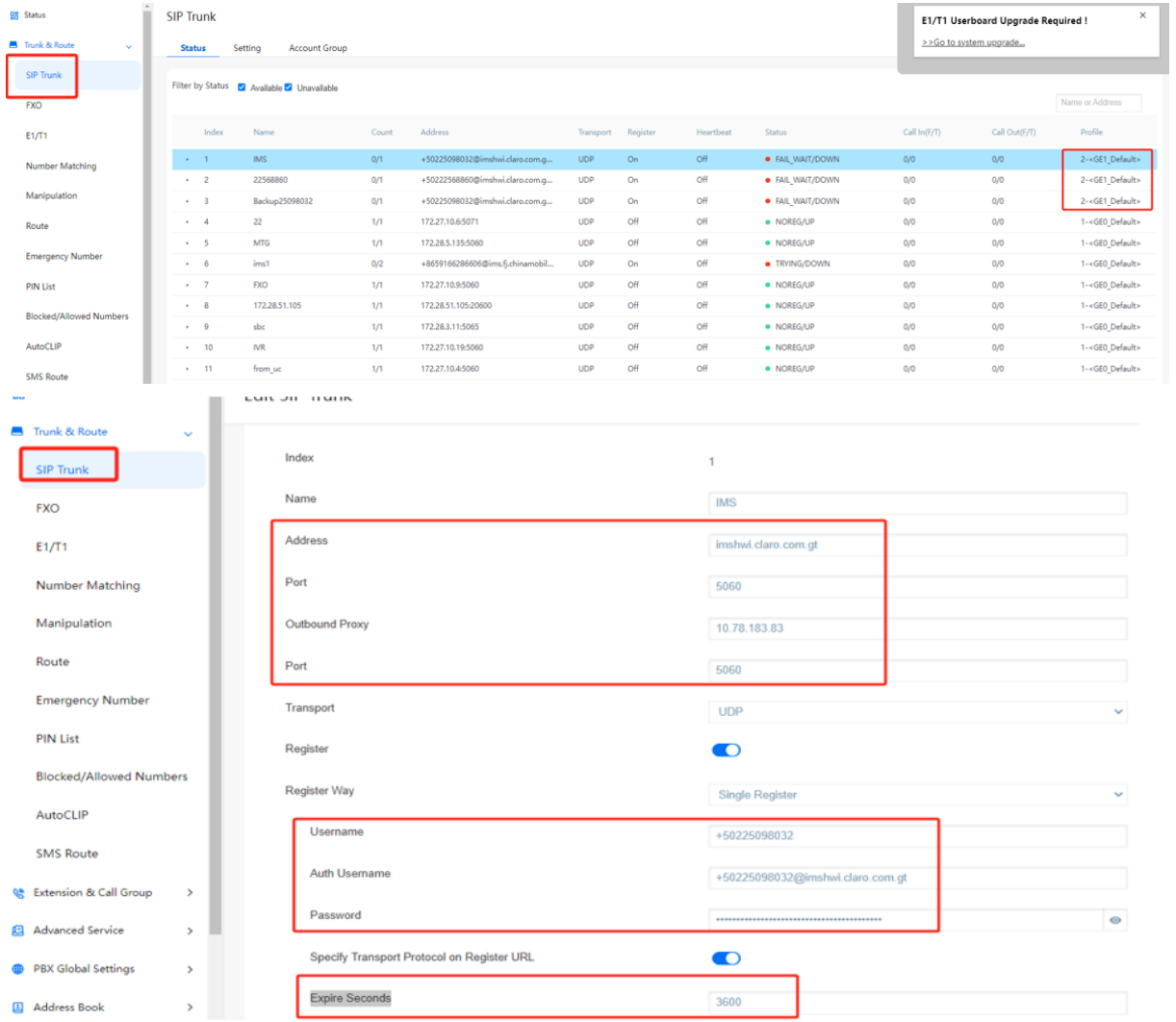


# • IMS Account Registration Failed

- View Configuration

Click **Trunk & Route-> SIP Trunk-Setting**

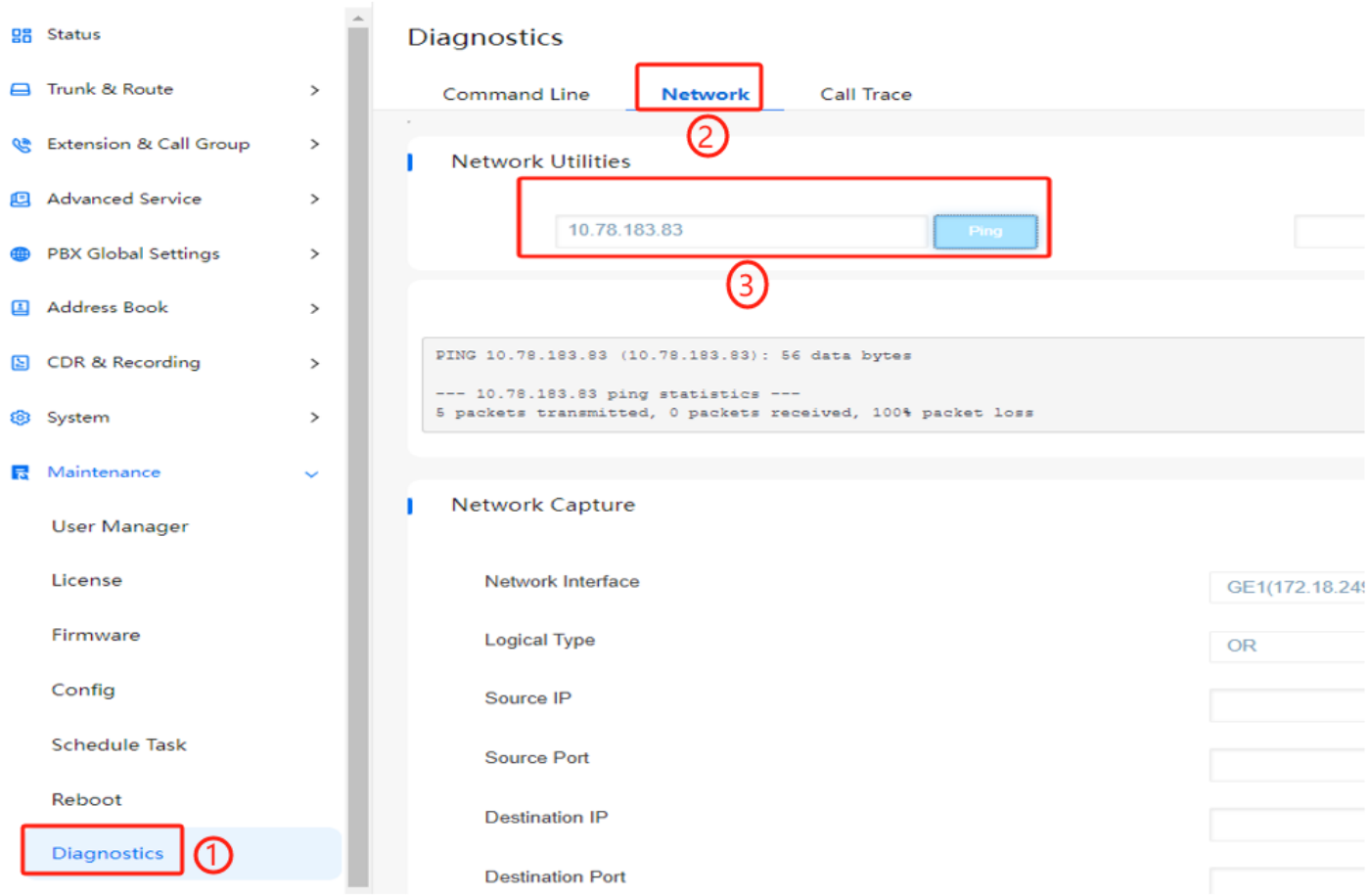
1. Check the IMS domain name , IP address
2. Check the account, Auth Username , password, Expire Seconds and network interface
3. Check if the From header User Part 、Display Name and Host have been modified



# • IMS Account Registration Failed

- Check the network environment

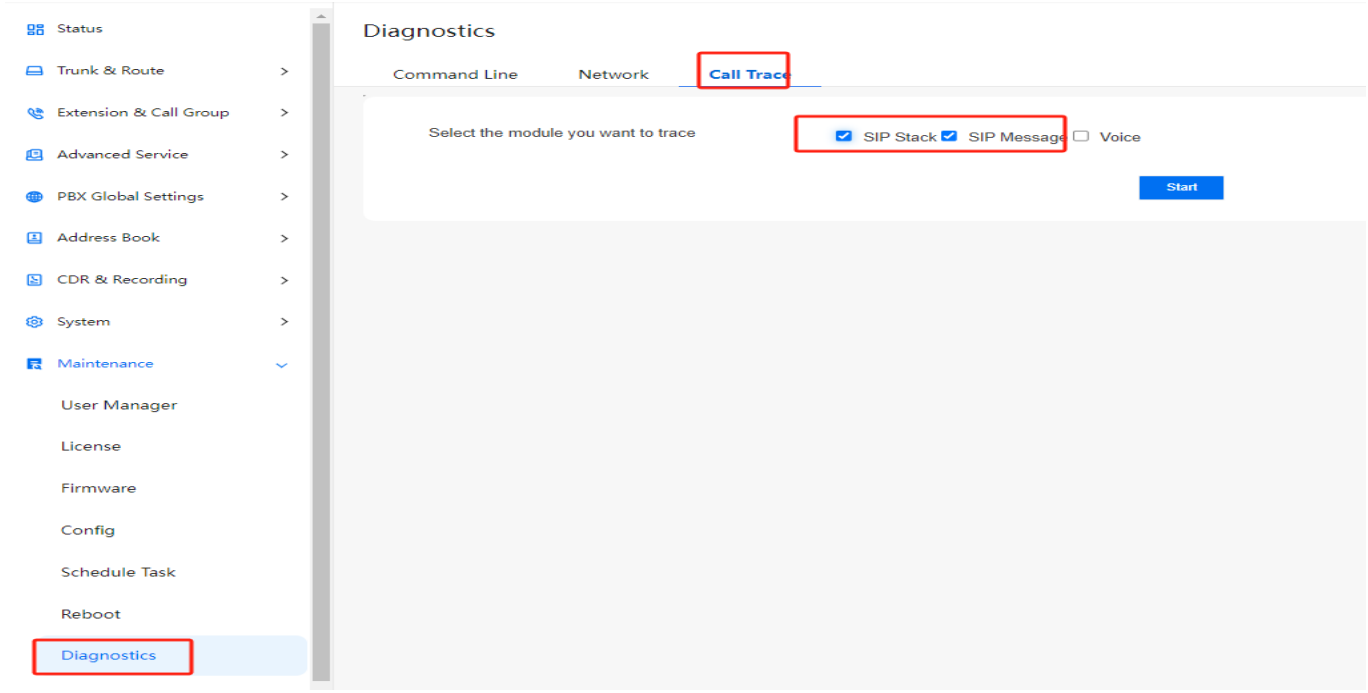
Click **Maintenance – Diagnostics-Network** ， enter the IP address of the IMS proxy server and check if the network is interoperable

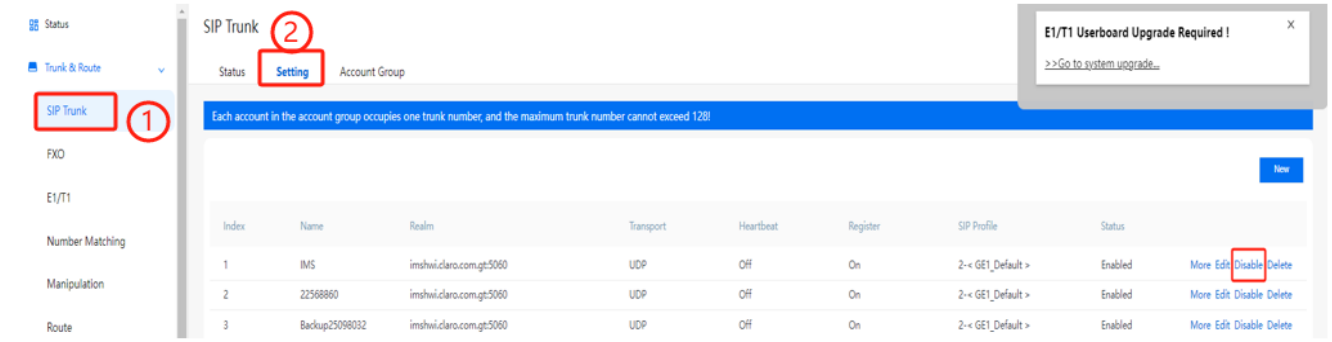


# • IMS Account Registration Failed

- Call Trace

1. Click **Maintenance - Diagnostics - Call Trace,** select SIP stack and SIP message, click Start
2. The SIP trunk corresponding to IMS should be disabled first，then enable
3. Click Stop & Download to view logs and capture packets



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# Chapter Two
# Solution to Call Failure

02

1. Unable to Call In IVR
2. Call Out Failed

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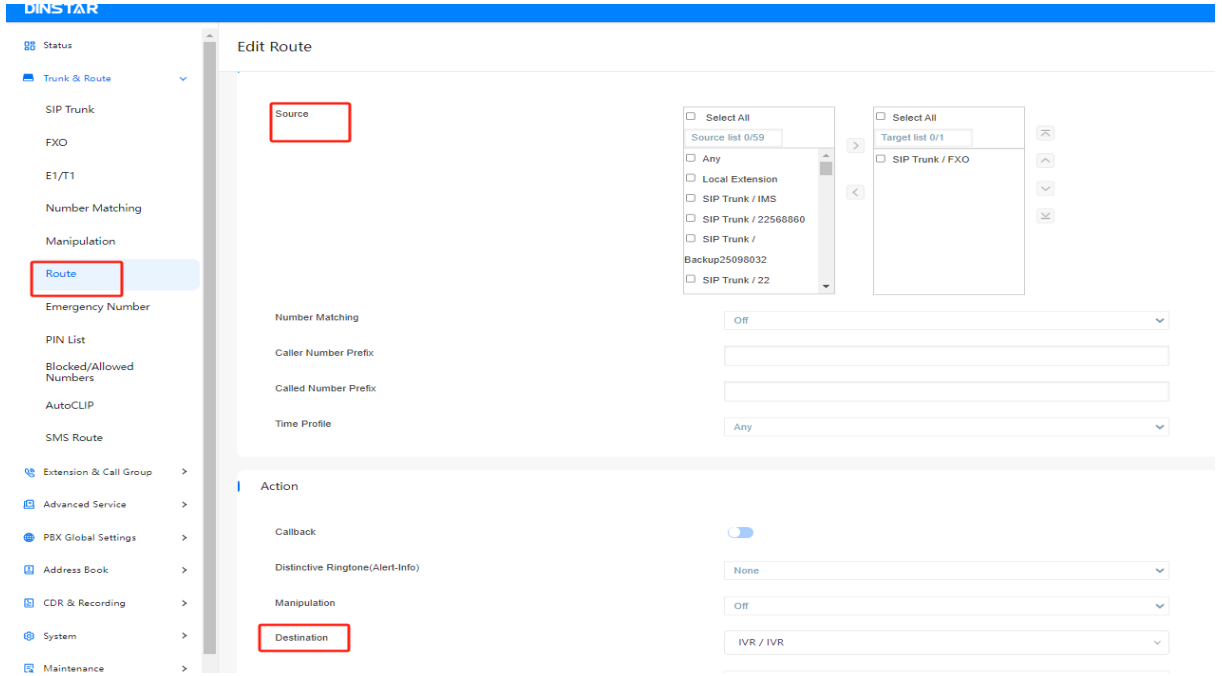
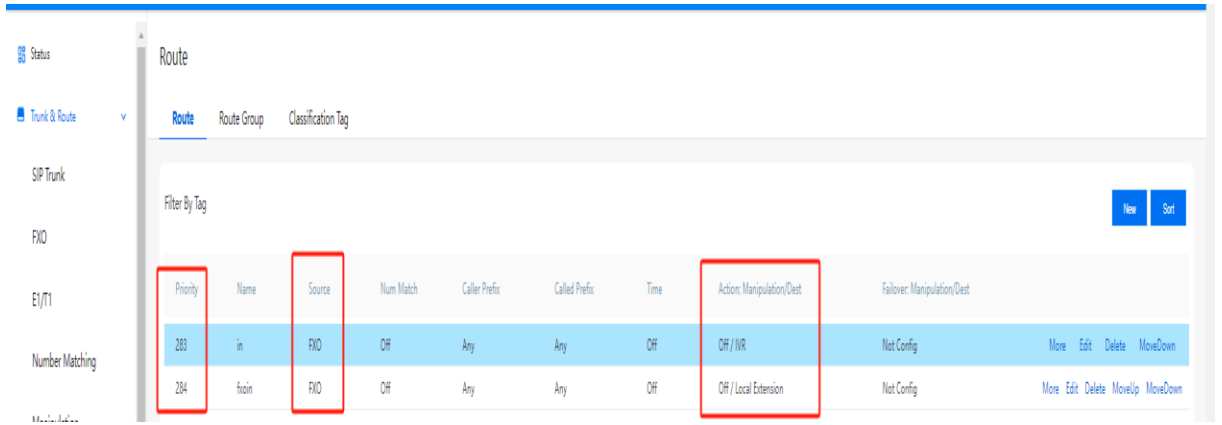
# Unable to Call In IVR

- View Route

1. Click **Trunk & Route-> Route,** check if the route source is correct and if the destination is IVR
2. Check the priority of routes from the same source

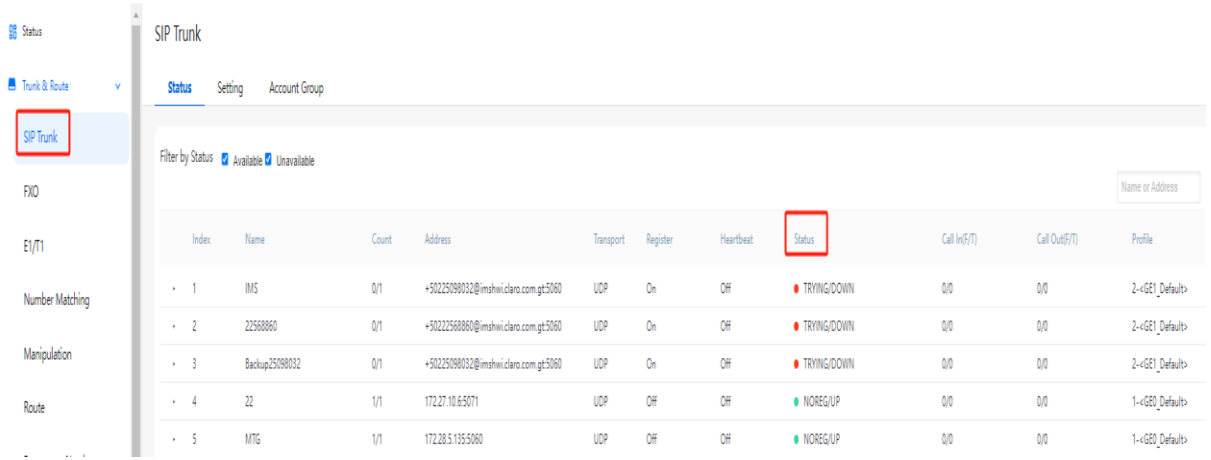


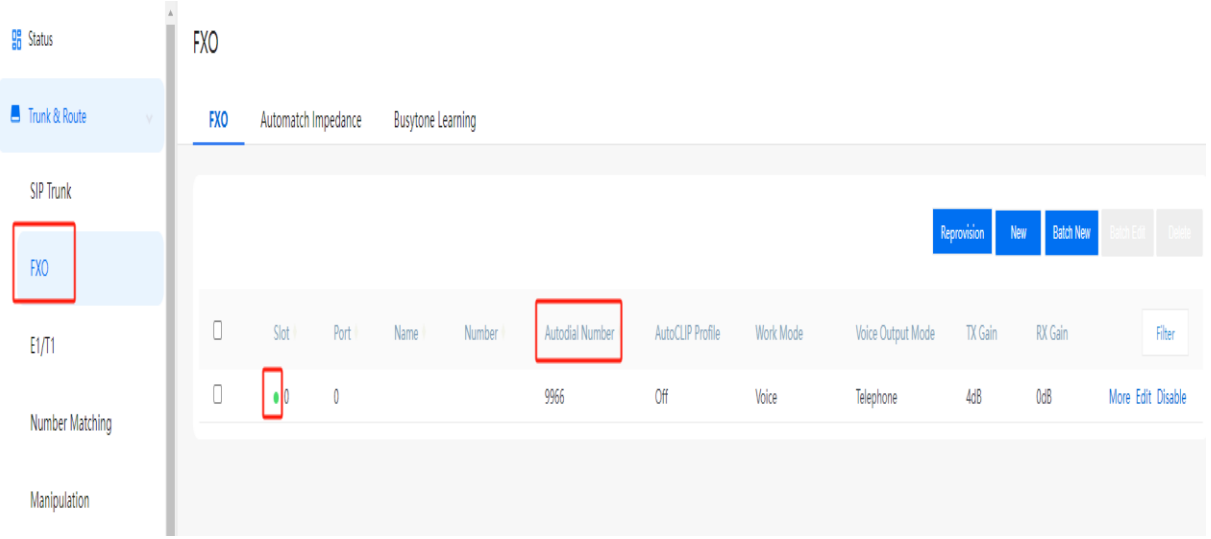



# Unable to Call In IVR

- View Trunk status

1. SIP Trunk-IVR, click **Trunk & Route-> SIP Trunk** check SIP trunk status
2. FXO Trunk-IVR , click **Trunk & Route-> FXO** check FXO trunk status
3. FXO Trunk-IVR, FXO trunk needs to configure an autodial Number

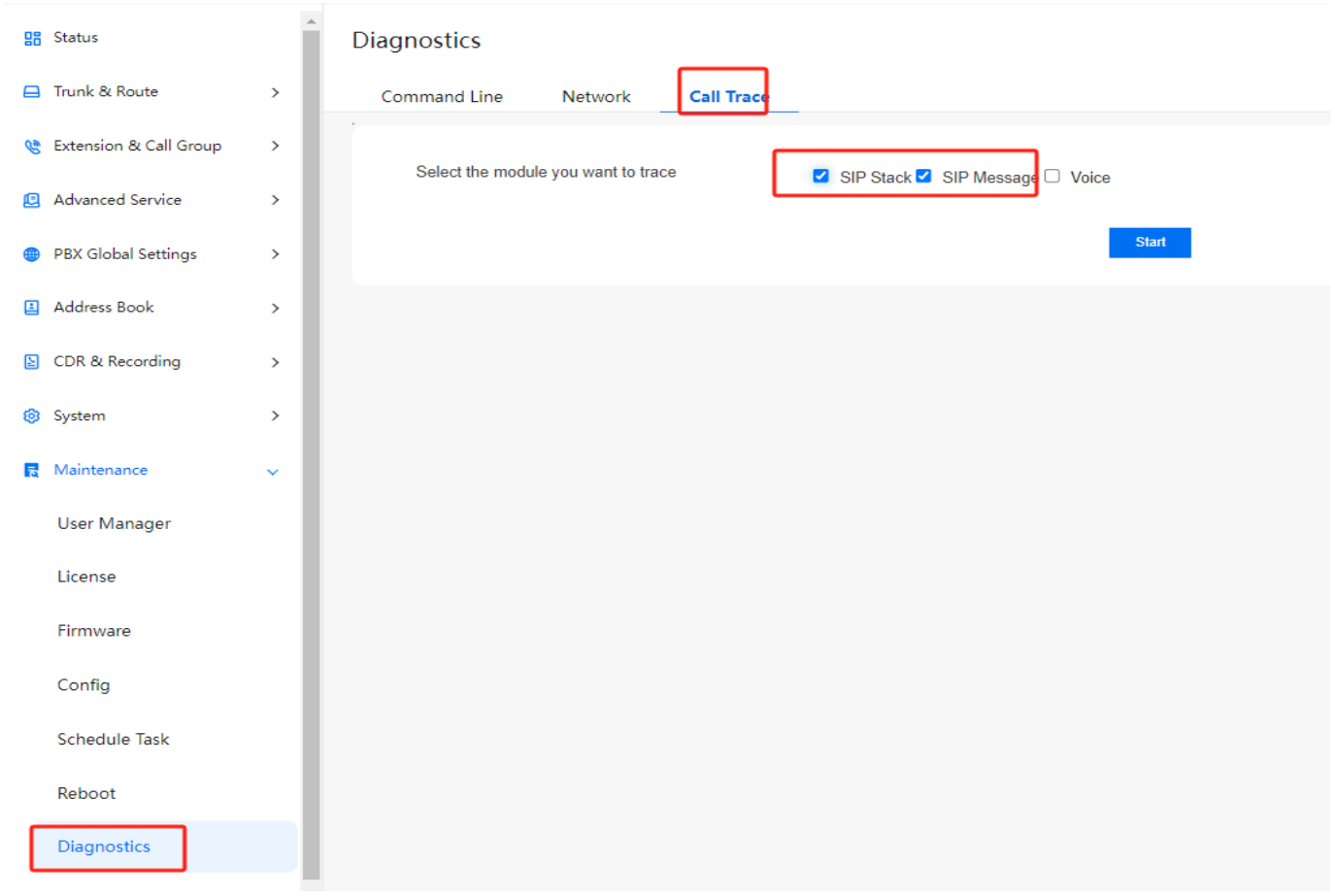


# Unable to Call In IVR

- Call Trace

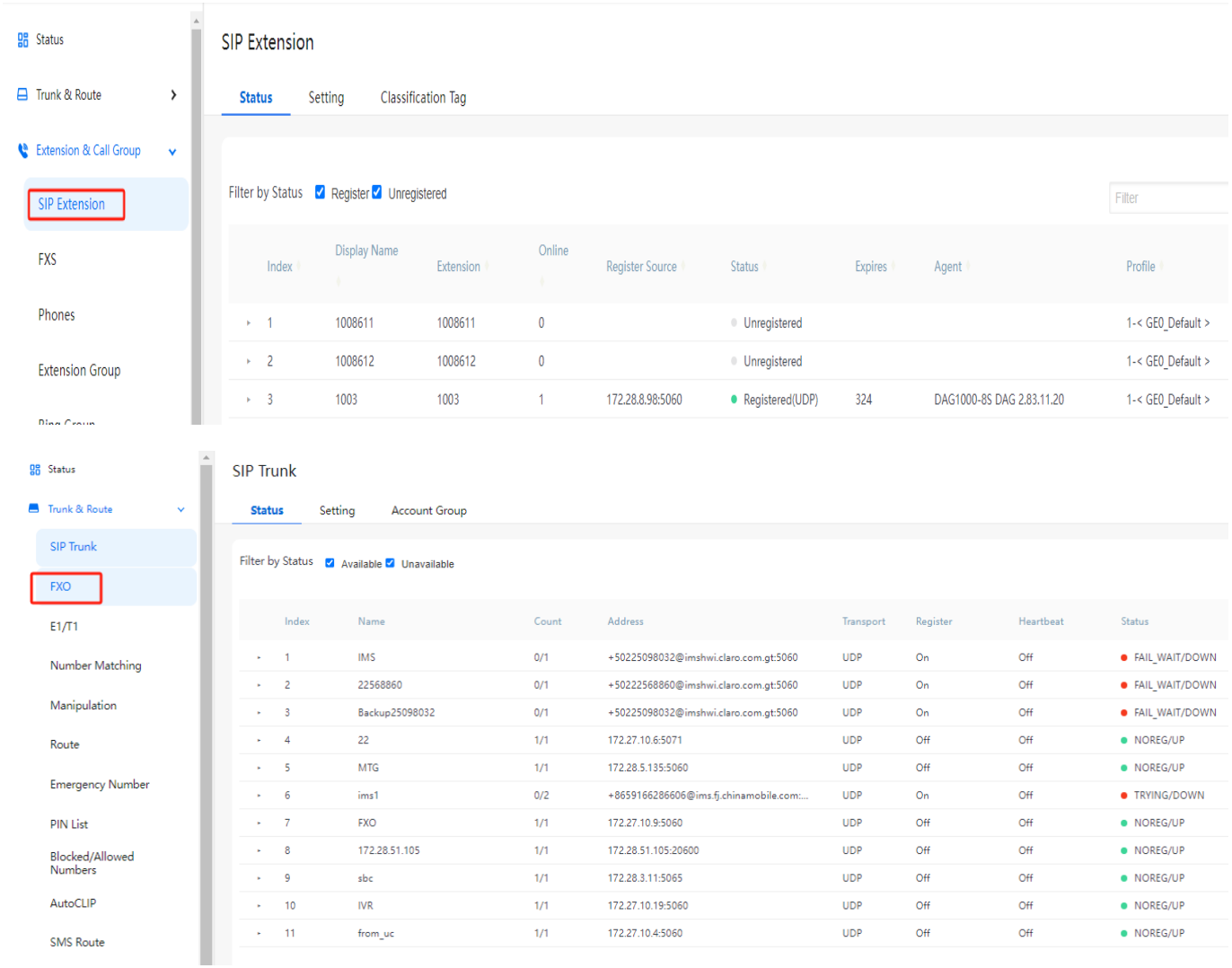
1. Click **Maintenance - Diagnostics - Call Trace,** select SIP stack and SIP message, click Start
2. Call in again and reproduce the problem
3. Click Stop & Download to view logs and capture packets



# Call Out Failed

- View Status

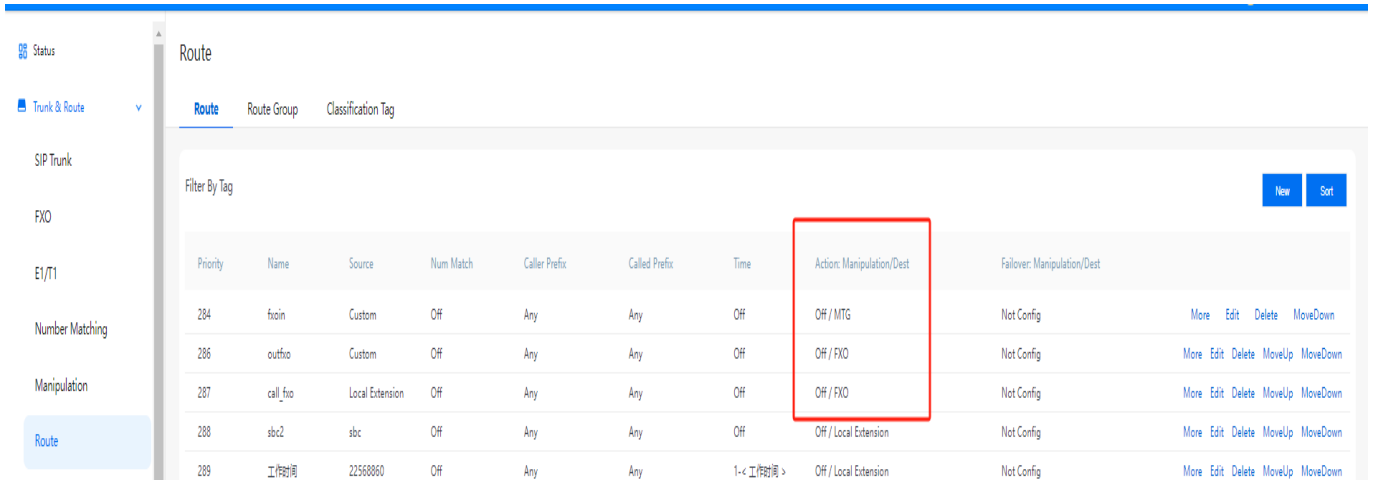
1. Click **Extension & Call Group -> SIP extension,** check if the extension has been successfully registered
2. click **Trunk & Route-> SIP Trunk /FXO/E1/T1,** Check if the status is normal

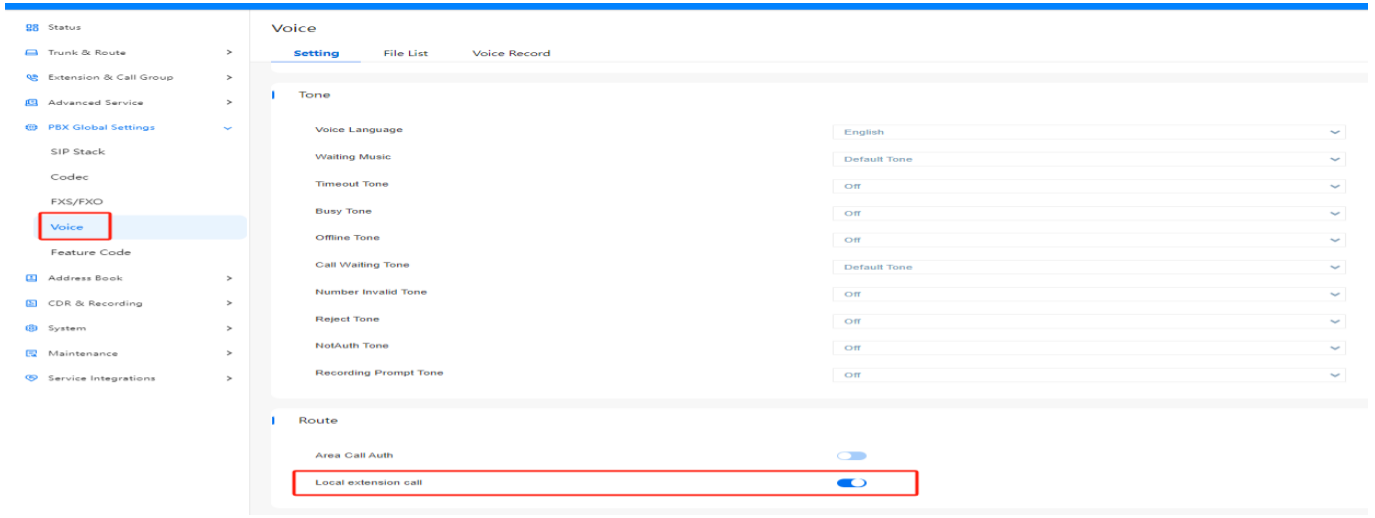


# Call Out Failed

- View Configuration

1. Local extension - SIP Trunk, check if the IP and port of SIP trunk are correct
2. Check the route configuration. In the case of multiple SIP trunks and FXO trunks, please confirm whether the destination trunk selection under the route configuration is correct
3. If calling between local extensions, please confirm if the configuration is enabled

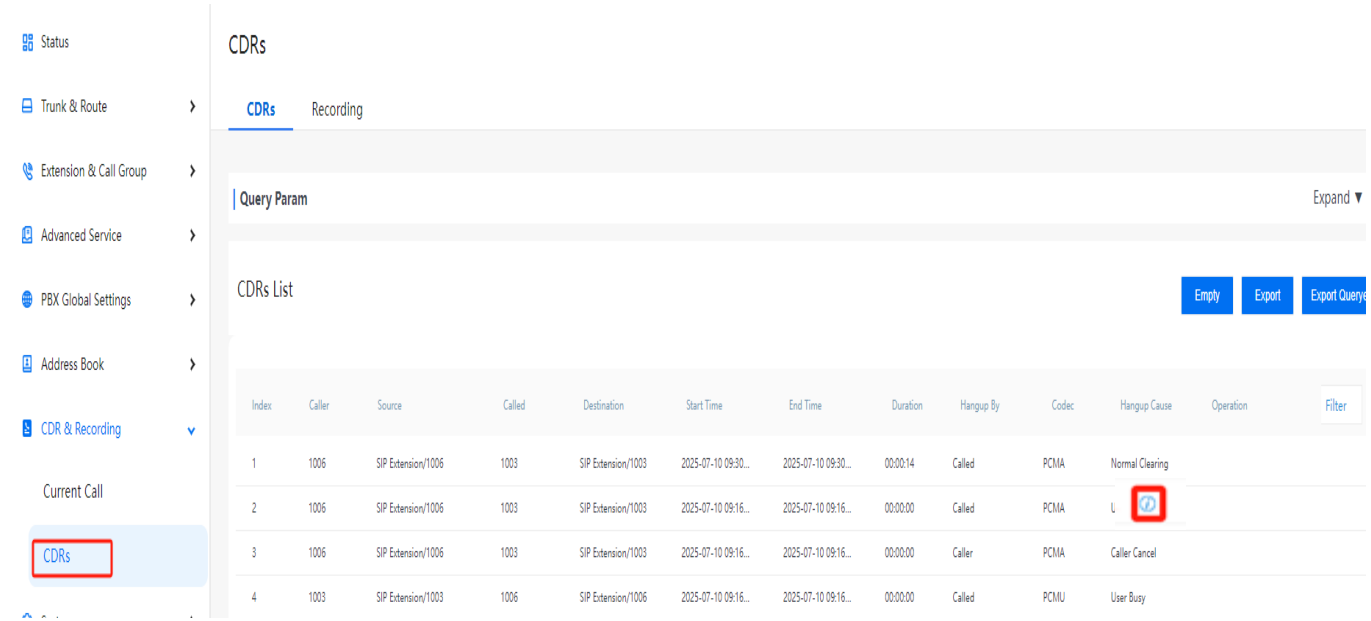


# Call Out Failed

- View CDR

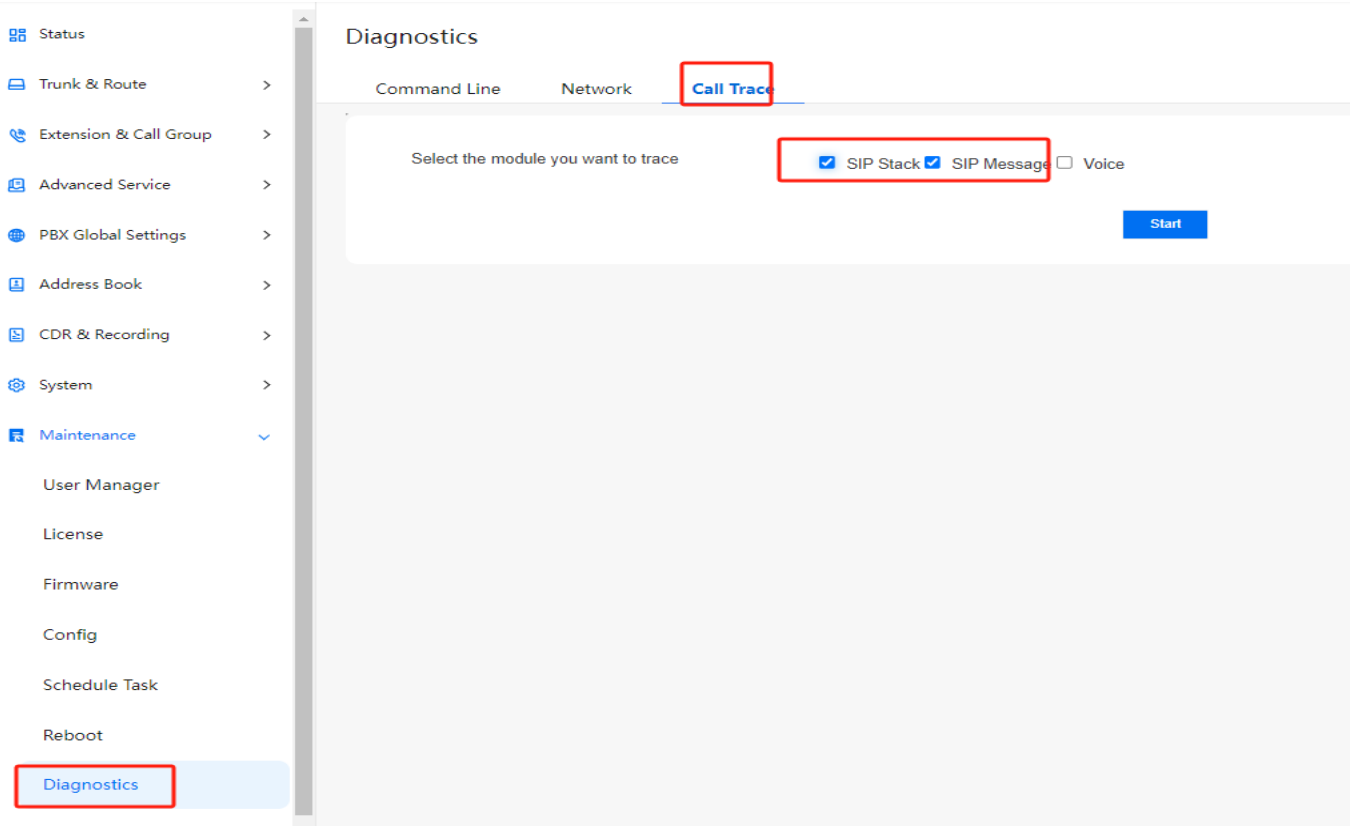
Click **CDR & Recording->CDRs**, View the reason for call failure and the specific call process



# Call Out Failed

- Call Trace

1. Click **Maintenance - Diagnostics - Call Trace,** select SIP stack and SIP message, click Start
2. Call out again and reproduce the problem
3. Click Stop & Download to view logs and capture packets



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# Chapter Three
# Solution to Call Voice Related Issues

03

1. Unable to Record
2. Call Without Sound

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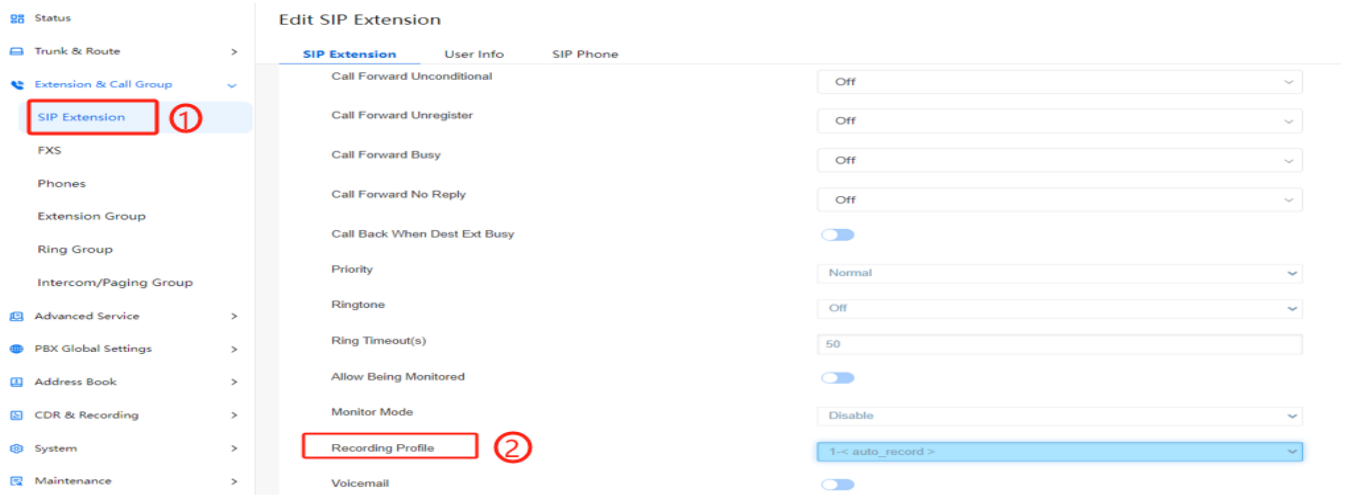
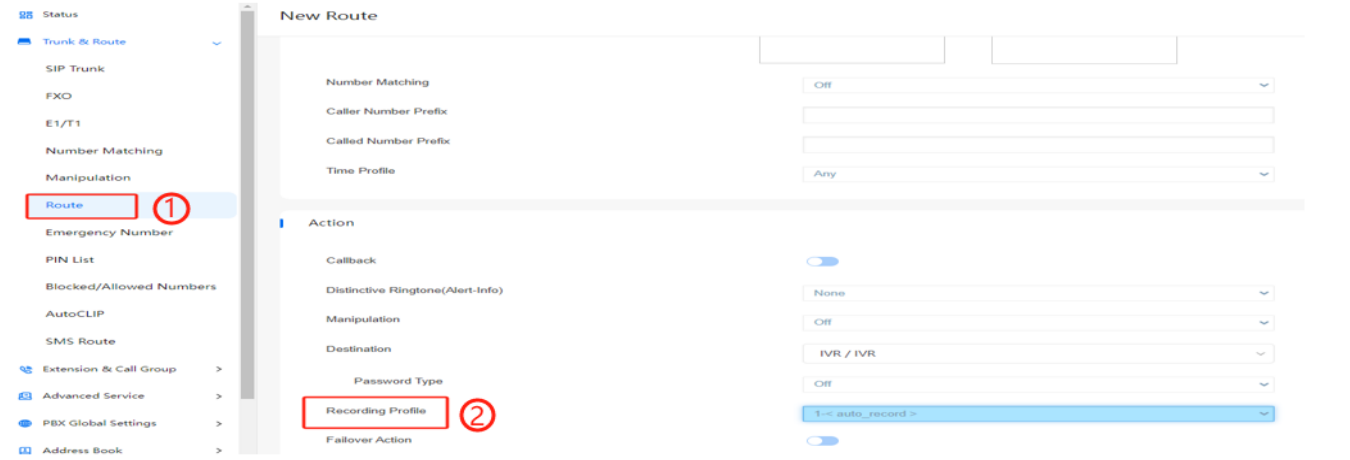
# Unable to Record

- View Configuration

1. Click **Extension & Call Group -> SIP extension,** Check if recording is enabled
2. Click **Trunk & Route-> Route,** Check if recording is enabled
3. Both are configured as needed

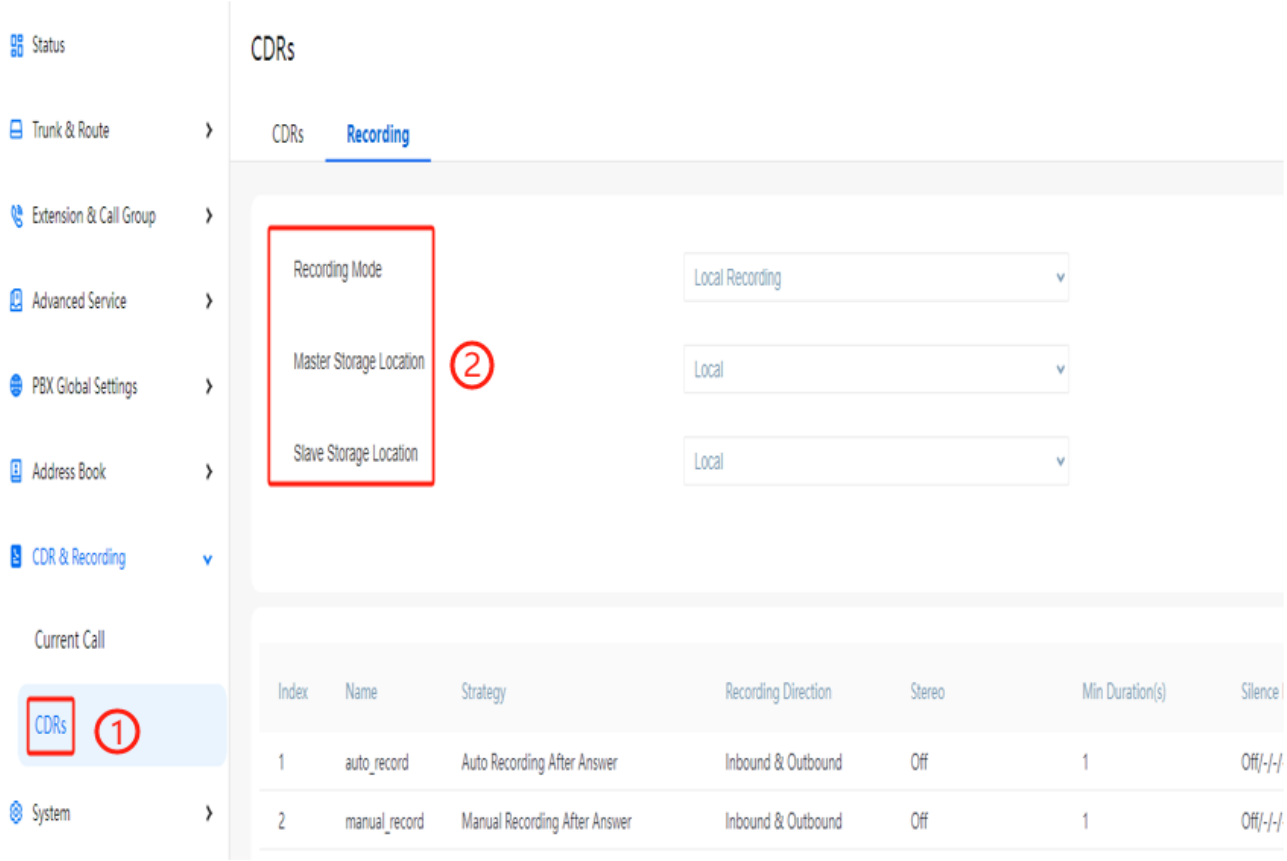


# Unable to Record

- View Recording Storage Location

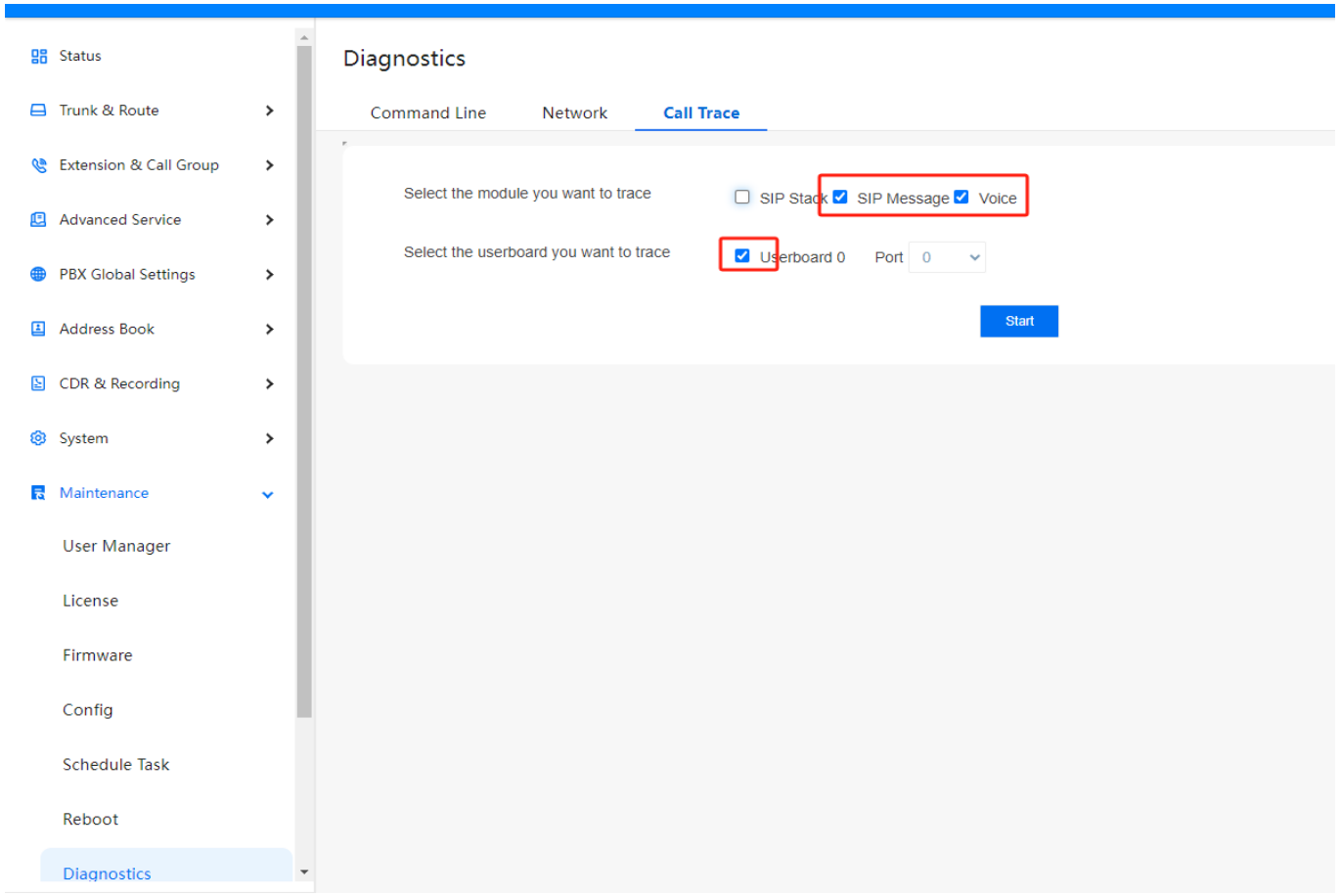
Click **CDR & Recording->CDRs->Recording**, View recording mode and storage location



# Call Without Sound

- Call Trace

1. Click **Maintenance - Diagnostics - Call Trace,** select SIP message and voice, click Start
2. Call again and reproduce the problem
3. Click Stop & Download to view capture packets



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# THANKS

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